

**Selsdon Park Medical Practice  
PATIENT PARTICIPATION GROUP**

**VIRTUAL MEETING  
20th May 2021**

**Start Time 6:30pm  
Finish Time 7.10**

**Present:**

Richard Kellaway (Chair), Victoria Vyse, Helen Center, Satish Desai, Marilyn Arbisman, Brenda Hibbs, (Minutes) Pauline Copeman, (Practice Manager)

**Apologies**

Akber Dungarwalla, Shaida Dungarwalla. Alex Trompetas

**1.Minutes of the last meeting**

These were agreed.

**2.Matters arising.**

None

**3.Surgery news ( including progress on Covid19 vaccinations ).**

- The surgery has continued to provide a full service for all patients, generally by phone assessment, but where necessary in person and have started to open up appointments to be booked online – such as blood appointments.
- There has been a 40% increase in workload on the phones alone . Expectations from patients have increased and there have been instances of disgruntled patients speaking very rudely and inconsiderately to staff.
- Patients are now asked by receptionists the reason for their request to see a GP. This is in order to make the service more efficient by signposting the patients to the relevant professional. This has been done in the three other practices. The system will be reviewed.
- Covid clinics have been running regularly, including at the weekends, and sometimes four days in a row in order to vaccinate as many patients as possible. There have been difficulties in planning as often not sure if the vaccines will be delivered. The surgery is pushing for the second vaccination of the Astra Zeneca vaccine to be done in eight weeks to ensure cover for more people quickly.
- However there has been a 15% refusal to accept vaccination. Half of this group are unable to have it for health reasons - the other half have refused for non medical reasons. This has been very concerning for the practice.
- Last week the practice vaccinated 10 first dose patients and 290 second dose patients.
- There are now walk in services available for the Pfizer vaccine at other local services . ( 30 year olds not advised to have Astra Zeneca but this is patient choice) It is also given after 8 weeks which will be reduced to 4 to enable majority to have 2 doses by end of June.
- Connect Health ( who run the contract for physiotherapy services) will be in the practice for five days a week soon.

- The FCP ( First Contact Practitioner)Anna is very busy covering issues connected with bones, back aches, neck problems ,knees and ankles. Her work is 50 % by phone and 50% patient facing. She is a physiotherapist. Her remit is to try and encourage patients with such issues to book with her first and not the GP.
- Podiatry services take place every Wednesday.
- The Triple A service ( abdominal, aortic, aneurysm) is running , by invitation only.
- Dr Deepah Shah has joined the practice as a maternity locum.  
New member of staff, Ellie Sharman, is training in phlebotomy and other HCA competencies
- The practice is promoting breast, cervical and bowel screening. For example non attendees are followed up closely.
- PCN pharmacist, has also been involved in diabetic checks.

#### **4. Review of Surgery Website.**

The website remains clear and informative. However minutes of meetings for 2021 to be added. Pauline said that the surgery intend to expand the information on additional services eg with Age Concern.

#### **5. NAPP E-bulletins.**

Not discussed.

#### **6. Review of work plan.**

- It was agreed that future health talks will be held by Zoom.  
These will be arranged online for June, September and November.
- All members to consider putting forward uplifting items for the July newsletter.
- The dates of our 2022 meetings were agreed as 8th February, 30<sup>th</sup> March, 18<sup>th</sup> May, 21<sup>st</sup> September, 16<sup>th</sup> November with, hopefully, a dinner in January.

#### **7. A.O.B.**

Pauline noted that there has been a large increase in Mental Health referrals.

#### **8. Date of next meeting-**

- September 7<sup>th</sup> 2021

Whether this will be a virtual meeting or a face to face one will be decided nearer the time.